As an example of what I am talking about, take the Pareto chart quality tool. This tool allows you to see what is most important. The idea is to arrange problems or things that need to be done in order from the highest to the lowest.

At first, you work on the highest priority to knock it down, then the next highest priority, etc.

Seems simple, doesn't it?

Yet in many decades, I have never seen this tool actually used in any business!

Quality tools were first developed in manufacturing, but at least in the United States, I've never seen them used in service industries. And remember, there are many of these tools out there, all being ignored.